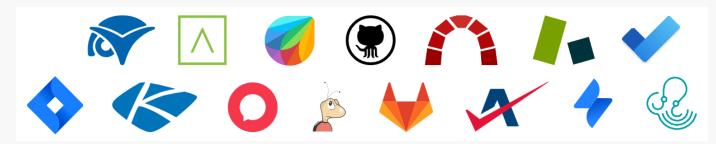
Autotask Integration



Autotask Integration



CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Autotask, helping you consolidate service ticket issues.

To integrate Autotask with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral From the main menu, click Notifications, then External Ticketing Systems. CK**CENTRAL** Dashboards -Checks -Notifications -Activities Organization -Help • by Binary Fortress Software Ð Personal Organization binaryfortress 🧷 🖻 🎜 D External Ticketing Systems Reports Overview Current Is Notification History

Click Add Ticketing System and choose Autotask.

ľ	External Ticketing Systems	Add Ticketing System			(filter)
No notification channels configured.	+ Add Ticketing System ▲ Collapse All ♥ Expand All	Atera &	Autotask &	Bugzilla	ConnectWise Manage
		Freshdesk	GitHub	GitLab	HaloPSA &
		Jira Service	Jira Software	Kaseya BMS	Microsoft To Do List
		Management			
		Redmine	SyncroMSP	Zendesk	

This will bring up the configuration options required for CheckCentral to communicate with Autotask servers via the API.

🖈 Autotask		⊗ You can name this configuration
Name	Autotask	anything you'd like.
API Server URL	Visit this page to lookup your API server URL. Expand the 'F ind your zones API URL for the REST AP I' section and copy the URL for your zone. If you are unsure of which zone you're in you can try looking at the URL you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net.	
API Username (Key)	Open the menu in the top-left corner then browse to Admin > Resources (Users) . Hover over the 'New' button and click on 'New API User '. Complete the new spi user form. Click the 'Generate Key' button and paste the username (key) in the ' API Username' field here. Click the 'Generate Key' button and paste the password (secret) in the ' API Secret' field below. In the 'API Tracking Identifier' section choose 'Custom (Internal Integration) and give it a name. Copy the Tracking Identifier' value and paste it here in the Tracking Identifier below. Click the 'Save & Close' button to save your API user once you have copied the 3 values.	
API Password (Secret)	Follow the instructions for the 'API Username' to get this value.	
API Tracking Identifier	Follow the instructions for the 'API Username' to get this value.	
Due Date (days)	5 days The ticket due date as the number of days from the creation date.	
Status	Search	
Priority	Search	
	Save	

The other details require you to log into your Autotask account.



Browser

Visit the Autotask API Zones page to lookup your API server URL.

Expand the 'Find your zone's API URL for the REST API' section.

datto DEVELOPER HELP	v2022.2	What can we help you find?		Zone	API URL
A A BARRY COMMON				Pre-release	https://webservices2.autotask.net/atservicesrest
Welcome to Developer Help!	General information about Autorask APIs + Autorask API cones and WEDL versions			Pre-release (UK)	https://webservices11.autotask.net/atservicesrest
Deneral Information about Autotask APIs API thread limiting	Autotask API zones and WSDL versions Autotask has multiple zone. While their effection is normally expression, exception are possible. The zone number as	© ≎ <u>⊘</u> < >		Limited Release	https://webservices1autotask.net/atservicesrest
Autotask API zones and WSDL versions	EXAMPLE webservices avoid that the UPL for the America East zone.	para a por recorde con.		Limited Release (UK)	https://webservices17.autotask.net/atservicesrest
Datto API license and terms of use Defining an API User	Overview			America East	https://webservices3.autotask.net/atservicesrest
Terminology differences between the Autotask UI and the API	OVER VIEW Autotask conduct releases do not so out to all zones at the same time, so some zones will have a newer varian of the a	relination and the APE since the APE is above reveal for the Aristeek version in that year		America East 2	https://webservices14.autotask.net/atservicesrest
Understanding picklists REST API ~	As a result, there will be some unavaidable differences between versions. This difference is most noticeable between the	e differences between versions. This difference is most nationable between the localized and English versions.		America West	https://webservices5.autotask.net/atservicesrest
SOMP API +	NOTE: Currently, you can exclude a lead time of four to eight weeks after a major English release before the new fe For maintenance releases, anticipate a lead time of one to two weeks. If you bind your odde to a pre-release AP1 for d			America West 2	https://webservices15.autotask.net/atservicesrest
Webbaoks ~	available to users in any localized zone. You can then detect and correct for any differences.			UK	https://webservices4.autotask.net/atservicesrest
ExecuteCommand API +	IMPORTANT We strongly suggest that you update your application with each fileb Service API releases or monitor the Autotosis plans to remove support for the API version that you are using.	impact that changes might have on your application and plan accordingly, especially if		UK2	https://webservices16.autotask.net/atservicesrest
Report Data Warehouse	Anticipate regular updates and the release of new versions at the Web Services API. New versions will, for the most part functionality that have an interact on your apolication. Please check Actuation release notes and any additional actification			Australia / New Zealand	https://webservices6.autotask.net/atservicesrest
About online help Autotask user documentation	RESTAPI	и и пак усоные низитивного от техо заптова сладуе вид орания.		Pre-Release (Deutsch)	https://prde.autotask.net/atservicesrest
Annual and according 201				Pre-Release (Español)	https://pres.autotask.net/atservicesrest
	Find your zone's API URL for the REST API			German (Deutsch)	https://webservices18.autotask.net/atservicesrest
	SOAP API			EU1 (English Europe and Asia)	https://webservices19.autotask.net/atservicesrest
	 Find your zone's WSDL file URL for SDAP API version 1.6 			Spanish (Español)	https://webservices12.autotask.net/atservicesrest

If you are unsure of which zone you're in you can try looking at the URL you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net.

Browser and CheckCentral

Copy the URL for your zone.

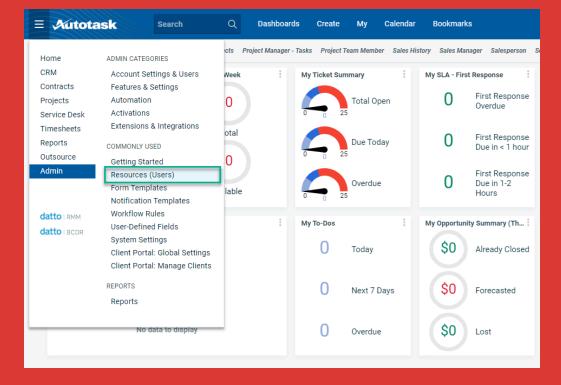
Paste the URL into the API Server URL field.

		💉 Autotask		
Zone	API URL	Name	Autotask	
Pre-release	https://webservices2.autotask.net/atservicesrest	AFI SEIVEI URL	https://webservices2.autotask.net/atservicesrest	
Pre-release (UK)	https://webservices11.autotask.net/atservicesrest		Visit this page to lookup your API server UKL. Expand the 'Find your zone's API URL for the REST API' section and copy the URL for your zone.	
Limited Release	https://webservices1.autotask.net/atservicesrest		If you are unsure of which zone you're in you can try looking at the URL you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net.	
Limited Release (UK)	https://webservices17.autotask.net/atservicesrest	API Username (Key)		
America East	https://webservices3.autotask.net/atservicesrest		Open the menu in the top-left corner then browse to 'Admin > Resources (Users)'. Hover over the 'New' button and click on 'New API User'.	
America East 2	https://webservices14.autotask.net/atservicesrest		Hover over the New putton and click on New API User . Complete the new api user form. Click the 'Generate Key ' putton and paste the username (key) in the 'API Username ' field here.	
America West	https://webservices5.autotask.net/atservicesrest		Click the 'Generate Secret' button and paste the password (secret) in the 'API Secret' field below. In the 'API Tracking Identifier' section choose 'Custom (internal integration)' and give it a name.	
America West 2	https://webservices15.autotask.net/atservicesrest		Copy the Tracking Identifier ' value and paste it here in the Tracking Identifier ' below. Click the Save & Close ' button to save your API user once you have copied the 3 values.	
UK	https://webservices4.autotask.net/atservicesrest	API Password (Secret)		
UK2	https://webservices16.autotask.net/atservicesrest	. ,	Follow the instructions for the 'API Username' to get this value.	
Australia / New Zealand	https://webservices6.autotask.net/atservicesrest	API Tracking Identifier		
Pre-Release (Deutsch)	https://prde.autotask.net/atservicesrest		Follow the instructions for the 'API Username' to get this value.	
Pre-Release (Español)	https://pres.autotask.net/atservicesrest	Due Date (days)	5 days The ticket due date as the number of days from the creation date.	
German (Deutsch)	https://webservices18.autotask.net/atservicesrest	Status	·	
EU1 (English Europe and Asia)	https://webservices19.autotask.net/atservicesrest	Status	Search	
Spanish (Español)	https://webservices12.autotask.net/atservicesrest	Priority	Search	

Autotask

The remaining information is in Autotask's Resources area.

From the Autotask portal main menu, click Admin > Resources (Users).



Hover on the arrow by "+ New" and click "New API User."

← Resources	
New Resource ID 🔶 Default Department Security Level 🔶	License Type 🌲 🛛 Office
	•
Full Access (system	n) Administrator (518
Service Manager	Executive
API User (system)	API User
Engineering Manager	Executive



In the Add API User prompt, fill in the General section.	Add API User		Review Terms and Conditions for API Use
	General		
	First Name *	Security Level *	
	Matt	API User (system)	•
	Last Name *	Date Format	
	Sully	MM/dd/yyyy	•
	Email Address *	Time Format	
	msully@binaryfortress.com	hh:mm a	•
	Active	Number Format	
	Locked	X,XXX.XX	•
		Primary Internal Location*	
		Headquarters	•

Autotask and CheckCentral

In Autotask, click the "Generate Key" button and paste the "Username (Key)" in CheckCentral's "API Username (Key)" field.

		Name	Autotask
dentials		API Server URL	https://webservices2.autotask.net/atservicesrest
C Generate Key	Generate Secret Password (Secret) *		Visit this page to lookup your API server URL. Expand the Find your zones API URL for the REST API section and copy the URL for your zone. If you are unsize which zone you're in you can try looking at the URL you use to access Audotask. For example, if your URL starts with ww2.audotask.net you might also be in the zone that connects to webservices2.audotask.net.
ifdk4rpspmn		API Username (Key)	dfdk4rpspr
			Open the menu'in the top-left corner then throwse to Admin - Resources (Users): Hower over the Wew Motton and click on New API User. Complete the new api user fution and paste the username (key) in the 'API Username' field here. Click the 'General's Secret' button and paste the password (secret) in the 'API Secret' field below. In the 'API Tracking Identified' section choose 'Custom (internal integration)' and give it a name. Cogn'the 'Tracking Identified' section choose 'Custom (internal integration)' and give it a name. Cogn'the 'Tracking Identified' subcompaties there in the 'Cashing Identified below. Click the 'General's Button'to save your API user once you have cogied the 3 values.
		API Password (Secret)	7s*P@Cz8q~9GAe\$5f#1RNc*3k
			Follow the instructions for the 'API Username' to get this value.
		API Tracking Identifier	
			Follow the instructions for the 'API Username' to get this value.



Click the "Generate Secret" button and paste the "Password (Secret)" in CheckCentral's "API Password (Secret)" field.

	💉 Autotask	۲
	Name	Autotask
	API Server URL	https://webservices2.autotask.net/atservicesrest
		Visit this page to lookup your API server URL. Expand the Find your zones API URL for the REST API section and copy the URL for your zone. If you are unsare of which zone your is no you can try looking at the URL you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net.
	API Username (Key)	dfdk4rpspr
		Open the menu in the top-left corner then browse to Xdmin > Resources (Users) : Hover over the New button and click on New API User : Complete the new gai user form:
Credentials		Click the 'Generate Key' button and paste the username (key) in the 'API Username' field here. Click the 'Generate Secret' button and paste the password (secret) in the 'API Secret' field below.
◯ Generate Key		In the API Tracking Identifier' section choose 'Custom (internal integration) and give it a name. Copy the Tracking Identifier' value and paste in there in the Tracking Identifier' below. Olich the 35xe & Close button to save over API size on over you have cogled the 3 values.
Username (Key) * Password (Secret) * dfdk4rpspmn 7s*P@Cz8	API Password (Secret)	7s*P@Cz8q-
101000		Follow the instructions for the 'API Username' to get this value.
	API Tracking Identifier	
		Follow the instructions for the 'API Username' to get this value.

In the API Tracking Identifier section, select "Custom (Internal Integration)." Enter a name for the identifier in the "Internal Integration Name" field. Copy the Tracking Identifier and paste it into CheckCentral's "API Tracking Identifier" field.

Name API Server URL API Username (Key)	Autotask Inttps://webservices2.autotask.net/atservicesrest Visit thite page to lookup your API server URL. Expand the Find your zones. API URL for the REST API section and copy the URL for your zone. Prova are unsare which zone you're have can try looking at the URL, you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net. dfdlr4pspn Open the memu in the top-left conner then browse to Xdmin A Resources (Users): Hower ower the Wet Autotan and Look Dew APU User'. Hower APU User'.
	Vinit NNe page to lookup your API server URL. Equind the Find your zones API URL for the REST API section and coary the URL for your zone. Find are ensure of which zone your is not used on a find boiling at the URL you use to access Autotask. For example, if your URL starts with ww2 autotask.net you might also be in the zone that connects to webservice2 autotask.net. (dfdH-dpppn) Open the menu in the top-left comer then browse to Xdmin + Resources (Users):
API Username (Key)	Epand the Find your zone's AVP (IRE, for the REST APP section and cogy the URE for your zone. If you are unsure of which zone you're in you can try looking at the URE, you use to access Autotask. For example, if your URE, starts with work available, net you might also be in the zone that connects to webservices? a utotask.net. (Ifdlk4rpspn) Open the menu in the top-left comer then browse to XAmin > Resources (Users):
API Username (Key)	Open the menu in the top-left corner then browse to 'Admin > Resources (Users)'.
	Complete the new api user form. Click the Generate Key button and paste the username (key) in the API Username field here. Click the Generate Secret botton and paste the password (secret) in the API Secret field below. In the API Tracking Identifier section onboose 'Qustom (internal integration) and give it a name. Cogn the Tracking Identifier section and paste it here in the Tracking Identifier show. Click the Save & Close' button to save your API user once you have copied the 3 values.
API Password (Secret)	7s*P@C2
	Follow the instructions for the 'API Username' to get this value.
API Tracking Identifier	FLTFOT4VTT
	Follow the instructions for the 'API Username' to get this value.
Due Date (days)	5 days The ticket due date as the number of days from the creation date.
Status	Search
Priority	Search
	Save
	API Tracking Identifier Due Date (days) Status



Add API User		Review Terms and Conditions for API Use
General		Í
First Name *	Security Level*	
Matt	API User (system)	•
Last Name *	Date Format	
Sully	MM/dd/yyyy	•
Email Address *	Time Format	
msully@binaryfortress.com	hh:mm a	•
✓ Active	Number Format	
Locked	x,xxx.xx	•
	Primary Internal Location *	
	Headquarters	•
	General First Name * Matt Last Name * Sully Email Address * msully@binaryfortress.com ✓ Active	Save & Close

CheckCentral

Return to the CheckCentral configuration window to finish.

Enter a number of days for the due date applied to newly created tickets.

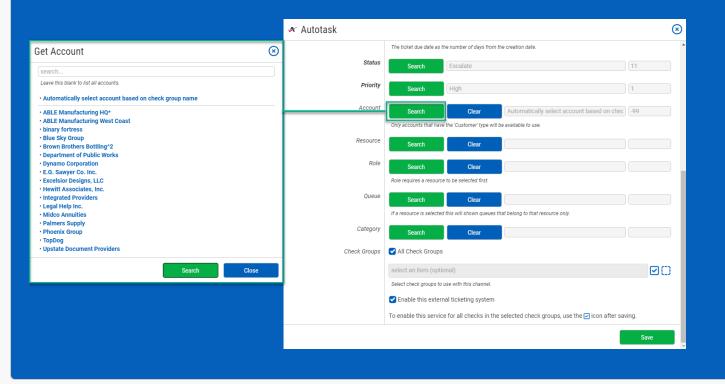
💉 Autotask	8
Due Date (days)	5 days The ticket due date as the number of days from the creation date.
Status	Search
Priority	Search
Account	Search Clear Only accounts that have the 'Customer' type will be available to use.
Resource	Search Clear
Role	Search Clear
Queue	Role requires a resource to be selected first.
	If a resource is selected this will shown queues that belong to that resource only.
Category	Search Clear
Check Groups	All Check Groups
	select an item (optional)
	Select check groups to use with this channel.
	C Enable this external ticketing system
	Save



Select the ticket Status, and Priority that will be associated with newly created tickets in Autotask. Click on the Search button to bring up relevant lists and choose one from each list.

	💉 Autotask	6	
Get Status 🛞	Status	The licket due date as the number of days from the creation date. Search Escolate 11	Get Priority 🛞
Approved Complete Denied Escalate In Progress	Priority	Search High [1	- High - Medium - Low - Ortifical
- New - Scheduled - Waiting Approval	Account	Search Clear Only accounts that have the 'Customer' type will be available to use.	Close
- Waiting Customer • Waiting Dispatch • Waiting Materials • Waiting Vendor	Resource	Search Clear	
Close	Queue	Role requires a resource to be selected first.	
	Category	If a resource is selected this will shown queues that belong to that resource only. Search Clear	
	Check Groups	All Check Groups	
		select an Item (optional)	
		☑ Enable this service for all checks in the selected check groups, use the ☑ icon after saving.	
		Save	

For accounts/customers, you can select a specific account from the list or set the channel to automatically select the account based on the Check Group name.

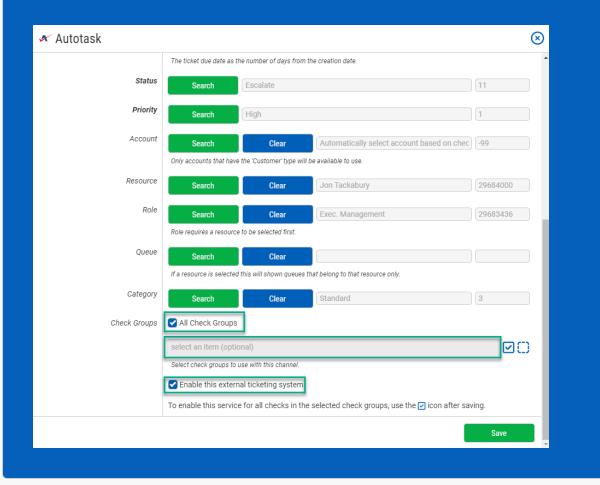




Select the Resource, Role, Queue, and Category to b	be used with the Autotask tickets.
---	------------------------------------

Get Resource 📀	🛩 Autotask		S Get Queue
Search. Leve the bank to stal records: Type resource start mue to search. • Allion donson • Cincly Jones • Trads' Weign • Jones* Moree • John White • John White • John Smith • Matther Smith	Status Priority Account <u>Resource</u> <u>Bole</u>	The locket due date as the number of days from the creation date. Search Escalate 11 Search High 1 Search High 1 Search Clear Automatically select account based on check 49 Only accounts that have the Outchmar's gave will be available to ase. Search Clear Loner Clear 29654000 Search Clear Encor. Management 29663436 Anti mequires a resource to be selected frast.	CC Alerts Clicel Portal Ticree1 Ticree1 Ticree1 Ticree1 Ticree1 Ticree1 Source1 Switchenal Switchenal Switchenal Switchenal Switchenal Ticree1 Tinge Close
- Sort Anderson - Stree Williams - Susan' Miller - Timothy Jackson Close	Queue Category Check Groups	Search Commentation To resource to selected that will also equeues that before to that resource only. Search Commentation Commentatio	Get Category AEM Alert AEM Alert Standard Close
Get Role (S) - Exec. Management Close		Steet check groups to use with this channet. Penable this external ticketing system To enable this service for all checks in the selected check groups, use the con after saving. Save	

Finally, choose which Check Groups will use this Autotask ticketing channel. By default, all check groups are selected. To be more selective, disable the All Check Groups checkbox then use the multi-select dropdown field below. Once you've selected your check groups, ensure the 'Enable this external ticketing system' checkbox is enabled, and click Save.



CHECKCI by Binary Fortress Softw	are	Dashboards 🔻	Checks 🔻	Notifications 🕶	Activities	Organization 👻	Help 🔻	Account -
GENERAL COMPANY				E	Extern	al Ticke	ting S	Systems
💉 Autotask			0 1 🗹	다 완 스 前	+ 4	dd Ticketing System	≏ Collapse	All ⊂ Expand All
Check Groups	SAII Check Groups			Ŵ	Curre	ntly Linked Externa	I Tickets:	

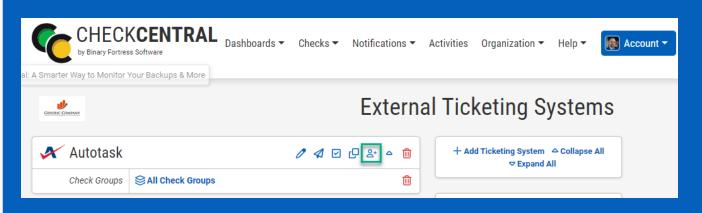
This External Ticketing System channel will now be available for use with any check under your Check Central account.



Import Customers as Check Groups

CheckCentral

To create and match account-centric check groups, we'll use this new API connection to import accounts directly from Autotask.



From the External Ticketing Systems page, click on the Account Import icon above your newly-created channel.

If no similar check groups exist, your accounts will be listed under Check Groups to be Created.

Import Accounts as Check Groups	\otimes
Check Groups to be Created (5)	۵
Acme's Finest	
Canada Syrup Company	
Number One MSP	
Top Notch	
World Computers	
Check Groups to be Updated (1)	۵
Acorn Construction	
Check Groups Already Matched (-)	
Notes	
Clicking the import button below will commit these changes and create/update check groups as needed.	
	Import
TICKETS TO EXTERNAL TICKET	III SYSTEMS FOR OT

be skipped.

If you've already created Check Groups using account/customer names, they will display in the Check Groups to be Updated section, ensuring they match with Autotask.

Existing Groups Already Matched with Autotask will

Import Accounts as Check Groups	⊗
Check Groups to be Created (5)	4
Acme's Finest	
Canada Syrup Company	
Number One MSP	
Top Notch	
World Computers	
Check Groups to be Updated (1)	۵
Acorn Construction	
Check Groups Already Matched (-)	
Notes	
Clicking the import button below will commit these changes and create/update check groups as needed.	
Import	

Import Accounts as Check Groups	\otimes
Check Groups to be Created (5)	۵
Acme's Finest	
Canada Syrup Company	
Number One MSP	
Top Notch	
World Computers	
Check Groups to be Updated (1)	۵
Acorn Construction	
Check Groups Already Matched (-)	
Notes	
Clicking the import button below will commit these changes and create/update check groups as needed.	

Now click Import to complete the import.

Import Accounts as Check Groups	×
Check Groups to be Created (5)	۵
Acme's Finest	
Canada Syrup Company	
Number One MSP	
Top Notch	
World Computers	
Check Groups to be Updated (1)	۵
Acorn Construction	
Check Groups Already Matched (-)	
Notes	
Clicking the import button below will commit these changes and create/update check groups as needed.	
	mport

Import

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: https://www.checkcentral.cc

About Binary Fortress Software

Binary Fortress has spent 18 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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